



The National Association of Child Care Resource and Referral Agencies

The Essentials of R&R



About NACCRRA

Vision:

A nation that supports the development and learning of all children

Mission:

To facilitate universal access to quality child care and out of school time options

Structure:

National nonprofit membership organization with a network of 850 state and community-based child care resource and referral (CCR&R) agencies



About CCR&R

CCR&Rs are community-based agencies that help families, child care providers, and communities find, provide, and plan for affordable, quality child care

- 48 states and Washington DC have state systems
- 86% of CCR&Rs are coordinated by state networks



Scope of Services

Each year -

- 5.1 million families served
- Nearly 500,000 new child care spaces created
- More than 1.5 million child care providers receive training and technical assistance



NACCRRA Strategic Services

Promoting national policies and partnerships

- Child Care Aware® - national hotline and Web site
- National subsidy management - Americorps/Vista Care
- **Operation Child Care/Military Partnerships**

Providing leadership and support to community CCR&R

- Annual Policy Symposium and Regional Institutes
- NACCRRAware - Internet-based referral and reporting software
- **Best Practices Standards and Quality Assurance**

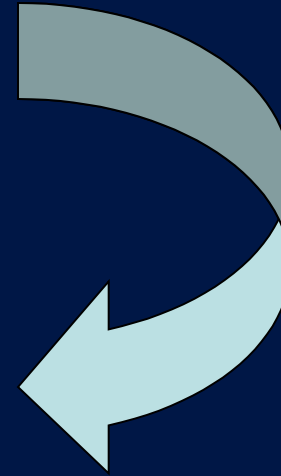


Operation Child Care



ChildCareAware™

**Guard or Reserve
Member Calls CCA
Hotline
1-800-424-2246**



**Guard or
Reserve Member
receives OCC
info at key
staging areas
when returning
for R&R leave**

**Local Zip Code
Used to locate
CCR&R for
soldier**



**Guard or
reserve
Member
connected to
volunteer child
care providers
by local CCR&R**



- ▶ **160 CCR&Rs participating**
- ▶ **5,325 child care providers**

Military Partnerships - Subsidies

- U.S. Army Child Care Subsidies
 - Guard and Reserve
 - Geographically dispersed Active Duty



Military Partnerships – Quality Improvement

- U.S. Army New Child Care Options and Protocols
- U.S. Army Quality Rating System Project
- U.S. Army and Air Force Quality Family Child Care Projects
 - Local CCR&Rs train and monitor civilian family child care providers
 - Use military training modules and monitoring system
 - Civilian family child care providers prioritize spaces



Best Practices and Quality Assurance

- Criteria
- Self-study guide for meeting Best Practices Standards
- Phone and in-person technical assistance
- Validation Process



**National “Seal of
Approval”**

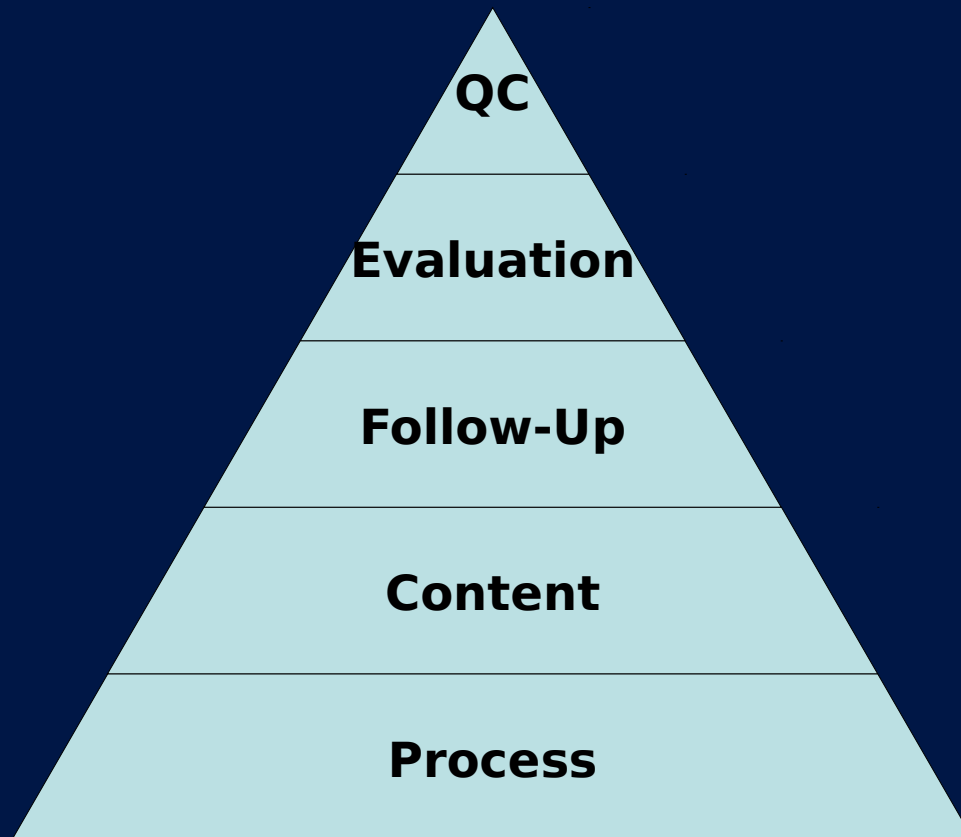


High Quality Consumer Education and Referral

What are our goals?	✓ Desired results
How will we accomplish our goals?	✓ Best Practice
How will we know if we have reached our goals?	✓ Evaluation ✓ Certification
How will we make sure we maintain quality services?	✓ Standards ✓ Policies and Procedures ✓ Quality Control
How will we continue to improve?	✓ Program & Professional Development
How will we recognize our successes?	✓ Public and personal recognition and rewards



Best Practices



Best Practice - Process

- Accessible
- Respectful
- Responsive
- Confidential
- Unbiased

Support for people undergoing transitions occurs when the customer feels understood and accepted.



Process – Best Practice Criteria Sample A

Accessible -

Indicator: CCR&R program makes access to referrals and consumer education available through, at a minimum, three of the following channels:

- Telephone
- Face-to-Face
- Internet
- Fax, print and written material



Process – Best Practice Criteria Sample B

Unbiased -

Indicator: Staff members indicate that information given regarding providers are referrals, not recommendations.

Indicator: Referrals given as appropriate to preferences of the family and the individual needs of each child.

****Referrals made based on stated needs and preference of families, without bias to a particular type of care.***



Best Practice - Content

- Accurate
- Complete
- Understandable
- Creative

Customers gain confidence in their ability to solve problems when armed with concrete, useful information.



Content – Best Practice Criteria Sample A

Accurate -

Indicator: CCR&R Program updates vacancies for all child care programs in database at least quarterly.

Note: “*Expanded*” or “*Enhanced*” referrals for special populations require real-time vacancy checks



Content – Best Practice Criteria Sample B

Understandable -

Indicator: Quality indicators are presented in a language that a family understands and at a minimum includes:

- Group size
- Ratio
- Family involvement
- Caregiver training and turnover
- Health and safety indicators

Note: Both language and literacy levels should be addressed to meet the needs of all families



Best Practice – Follow-Up

- Proactive
- Timely
- Customized
- Understandable

Information is provided based upon individualized research and resource gathering. Complex problems are broken apart into manageable steps.



Follow-Up – Best Practice Criteria Sample A

Proactive -

Indicator: Consumer education information is offered to families which includes, at a minimum:

- Quality indicators brochure and/or checklist
- Regulation/licensing information
- Financial assistance information



Follow-Up – Best Practice Criteria Sample B

Customized -

Indicator: Additional resource materials, specific to the needs or requests of the families or children are offered, as appropriate.

- Fleet and Family Support Centers
- Local CCR&R



Best Practice – Evaluation

- Outcome Measures
- Process Measures
- Output Measures

Measuring our value and effectiveness to our families and the Navy.



Evaluation – Best Practice Criteria Sample A

Process Measure -

Indicator: Feedback solicited from families about satisfaction with CCR&R services by, at a minimum:

- Contacting 20% of families within 4 to 6 weeks for follow-up



Evaluation – Best Practice Criteria Sample B

Outcome Measure -

Indicator: 85% of R&R customers find care as a result of referral.

Indicator: 85% of R&R customers report using 3 or more quality indicators in selecting care.



Best Practice – Quality Control

- Policies
- Procedures
- Ongoing Training and Technical Assistance
- Monitoring
- Improvement Planning

The needs of the Navy are continually evolving, and we must continually refine the delivery of services which assist customers in balancing work and family life.



Total Quality Management Sample

- Policy: R&R makes referrals, not recommendations
- Procedure: Callers are informed of policy at beginning of call
- Best Practice: Standard script/checklist used during call; follow up written material reiterates policy
- Quality Control: Monitors make random calls to ensure policy and procedure being followed
- Evaluation: Customer satisfaction survey question –
“I understood that the R&R specialist was not recommending any particular child care program”
Agree___ Somewhat Agree___ Disagree___



R&R – Desired Results

Families using CCR&R services:

- Demonstrate increased knowledge about the characteristics of high quality child care
- Have increased access to appropriate community resources
- Consider knowledge of quality indicators when choosing child care
- Find licensed or legally exempt child care as a result of agency referrals
- Select care meeting measurable higher quality standards
- Have increased continuity of care



Supporting R&R Best Practices

High Quality R&R requires...

- Prioritization
- Appropriate tools
- Qualified staff
- Time
- Team Work
- Good Communication



R&R Best Practices Resources

- Criteria for Best Practices for Consumer Education and Referral

www.naccrra.org/programs/qap/

- Results Accountability Guidebook

www.naccrra.org/pubs/

- NACCRRA National Symposium
March 1-5, 2004 Washington, DC

www.naccrra.org/symposium/2005/



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